

Audit and Risk Services Quarter Three Report
1st October to 31st December 2023

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1. *Quarter Three Summary**Service Developments**Internal Audit*

Internal audits that have been scoped in the quarter and/or fieldwork underway include:

| Directorate | Internal Audits |
|--------------------------------|---|
| Children's Services | <ul style="list-style-type: none"> • Implementation of SEND Inspection • High Cost Placements / Sufficiency • Implementation of Ofsted Inspection Outcome and Structure for Inspection Preparation • Financial Systems Detailed Follow-Up |
| Chief Executives | <ul style="list-style-type: none"> • - |
| Communication and Regeneration | <ul style="list-style-type: none"> • - |
| Community and Environmental | <ul style="list-style-type: none"> • Road Maintenance |
| Corporate | <ul style="list-style-type: none"> • Capital Project Management • Corporate Compliance • Budget Pressures • HR and Payroll System Post Implementation Review • Energy Consumption and Impact of Green Schemes |
| Governance and Partnerships | <ul style="list-style-type: none"> • Dealing with Member / MP Enquires |
| Public Health | <ul style="list-style-type: none"> • Funding |
| Resources | <ul style="list-style-type: none"> • Impact of Digital Phone Transition |
| Schools | <ul style="list-style-type: none"> • Pupil Referral Unit |

Details of the scope and final outcome for each of the above audits will be reported to Audit Committee in the Audit and Risk quarterly report once the fieldwork has been completed and the draft report agreed.

The team has had a number of resourcing challenges due to a combination of long term sick and resignations. This therefore is going to have an impact on full plan delivery so attention is being focused on those areas where an audit is required for this year. For those areas where it would be sensible to defer the audit until the new financial year these will be included on the 2024/25 plan.

Corporate Fraud

The Corporate Fraud and Investigations Team are continuing to examine data matches from the single person discount exercise. Following the completion of all identified 'high risk' matches, progress is being made in examining, and where necessary, contacting those individuals falling within the 'medium risk' and 'low' risk categories. As at the end of the quarter, the total financial outcomes from the exercise is £122,491.55 from a total of 249 identified errors. There have been 2,377 checked where no further action has been necessary. There are still 28,706 matches to be processed which will continue to be reviewed during quarter four.

The team participated in International Fraud Awareness week in November and with the support of the Communications Team posted a number of articles on social media. This has resulted in a small increase in the number of referrals received by the team from members of the public. Whilst many of these referrals relate to benefits the team are able to provide these to the Department of Work and Pensions for review.

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The team continue to work jointly with the Department for Work and Pensions on cases which have potential implications for benefits and council tax.

Risk and Resilience

During the quarter 91% of scheduled risk management groups were held.

The key priority for the team is the insurance procurement exercise with the tender currently out to market. Bids for the main lots were received in the quarter and the evaluation took place. Awards will be made in early in quarter four after the standstill period. The more specialist areas of cover for the lower value policies will also be out in quotation early in quarter four.

Support has been provided to ShowTown to start to put in place appropriate insurance arrangements for the charity.

The Corporate Business Continuity Plan and Critical Activities List review is now complete and the final document approved by the Corporate Leadership Team.

Planning is also underway to run a business continuity exercise early in February 2024 related to a cyber-attack to test the robustness of arrangements at a strategic level.

Health and Safety

Work continues to implement the accident reporting system in the iTrent system. Whilst the ability to record an accident in iTrent is now working there have been some difficulties extracting data from the system for accident reporting. It is hoped that the system will be fully rolled out by the end of the financial year.

A significant piece of work is being undertaken with Blackpool Transport Services to ensure joint working and the sharing of information of the Tramway including the clear demarcation of roles and responsibilities and collective risk assessment work. The focus at present is ensuring all tram infrastructure risk assessments are up to date. Work has been undertaken to ensure that Work Activity Plans and risk assessments for those who work on the track are up to date.

The team continue to deliver services to a number of external organisations which generates an income for the team. These include two of the wholly owned companies, schools (in and out of borough) and Fylde Borough Council. New contracts have been picked up with additional out of borough schools and ShowTown in the quarter.

Performance

Risk Services performance indicators

| Performance Indicator (Description of measure) | 2023/24 Target | 2023/24 Actual |
|--|---------------------------|---------------------------|
| Professional and technical qualification as a percentage of the total. | 85% | 68% |

Internal Audit Team performance indicators

| Performance Indicator (Description of measure) | 2023/24 Target | 2023/24 Actual |
|---|---------------------------|---------------------------|
| Percentage audit plan completed (annual target). | 90% | 56% |
| Percentage draft reports issued within deadline. | 96% | 88% |
| Percentage audit work within resource budget. | 92% | 100% |

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| Performance Indicator (Description of measure) | 2023/24 Target | 2023/24 Actual |
|---|-------------------|-------------------|
| Percentage of positive satisfaction surveys. | 85% | 93% |
| Percentage compliance with quality standards for audit reviews. | 85% | 89% |

Risk and Resilience Team performance indicators

| Performance Indicator (Description of measure) | 2023/24 Target | 2023/24 Actual |
|--|-------------------|-------------------|
| Percentage of Council service business continuity plans up to date. | 100% | 100% |
| Percentage of risk registers revised and up to date at the end of the quarter. | 100% | 95% |
| Number of risk and resilience training and exercise sessions held (annual target). | 6 | 2 |
| Percentage of property risk audit programme completed in the quarter. | 100% | 100% |

The updated information for risk registers is as follows:

| Risk Management Group | Percentage Updated by end of September | Risk Registers Not Updated |
|------------------------------------|---|--------------------------------------|
| Adult Services | 100% | - |
| Central Support Services | 92% | Commissioning and Corporate Delivery |
| Children's Services | 50% | Children's Social Care & Early Help |
| Communications & Regeneration | 100% | - |
| Community & Environmental Services | 100% | - |
| Public Health | 100% | - |

The updated information for business continuity plans is as follows:

| Directorate | Percentage Updated Within 12 Months |
|------------------------------------|-------------------------------------|
| Adult Services | 100% |
| Chief Executive | 100% |
| Children's Services | 100% |
| Communications & Regeneration | 100% |
| Community & Environmental Services | 100% |

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| | |
|---------------------------|------|
| Governance & Partnerships | 100% |
| Public Health | 100% |
| Resources | 100% |

Health and Safety performance indicators

| Performance Indicator (Description of measure) | 2023/24 Target | 2023/24 Actual |
|---|-------------------|-------------------|
| RIDDOR Reportable Accidents for Employees | 0 | 5 |

There were three new RIDDOR cases relating to employees reported in the quarter summarised as follows:

- Slip, trip, fall at New Langdale
- Lifting & handling at Athena
- Physical assault at Athena

Corporate Fraud Team performance indicators

| Performance Indicator (Description of measure) | 2023/24 Target | 2023/24 Actual |
|---|-------------------|-------------------|
| % of agreed Council employees completed iPool fraud awareness course. | 100% | 82% |

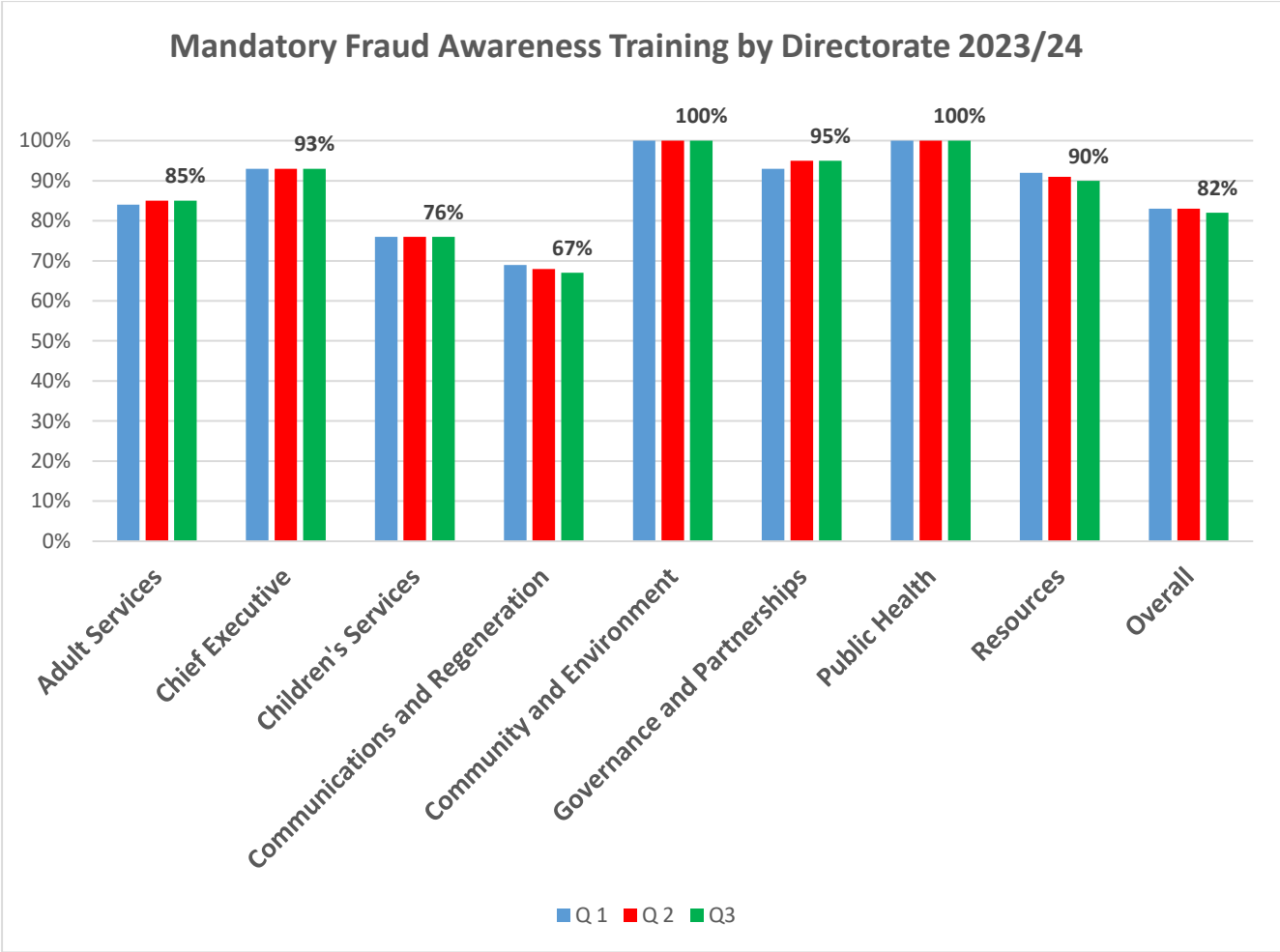
As at the end of Quarter 3, the overall completion rate was consistent with Quarter 2.

Whilst some minor changes to the levels of completion within individual Directorates are noted, further analysis has revealed that these fluctuations are attributable to Directorate staffing changes which have occurred during the quarter.

As a result, there are no specific issues of non-compliance currently being identified.

The Corporate Fraud and Investigations Team continue to monitor and promote the completion of the i-Pool course on a quarterly basis, and highlight to the relevant Chief Officers any identified mandated members of staff who have yet to complete the course.

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2. Appendix A: Performance & Summary Tables for Quarter Three

Internal Audit reports issued in period

| Directorate | Review Title | Assurance Statement | | | | | | | | |
|--------------------------------|------------------------|---|-----------------|--|------------|---|------------|---|------------|---|
| Communication and Regeneration | Community Renewal Fund | <p>Scope</p> <p>The scope of our audit was to review the processes in place to ensure that supporting information for the schemes was sufficiently robust and provides assurance that the requirements of the Community Renewal Fund grant were met.</p> <p>Overall Opinion and Assurance Statement</p> <table border="1" data-bbox="778 651 1465 689"> <tr> <td colspan="2" style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate in relation to the information and detail requested by the Council as part of the Community Renewal Fund application process. Our audit testing however identified some inconsistencies in the application of the controls and we have therefore made a number of recommendations to help strengthen the approach for future grant schemes.</p> <p>Number of Recommendations Made</p> <table border="1" data-bbox="778 1043 1465 1155"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">2</td> </tr> </table> <p>Management Response</p> <p>Steps will be taken to ensure that signed agreements are in place and available for all funded projects, whether internal or external, for any future funding opportunities.</p> <p>For future funding schemes adequate evidence of sampling expenditure will be obtained and checked prior to payment of a grant regardless of whether this expenditure is internal or external.</p> <p>For future grant funded projects steps will be taken to ensure that the project leads provide adequate information around how their projects are making a positive contribution to Corporate Social Responsibility themes. Whilst this wasn't a requirement under the scheme it was added by the team as good practice.</p> | Adequate | | Priority 1 | 0 | Priority 2 | 1 | Priority 3 | 2 |
| Adequate | | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | | |
| Priority 2 | 1 | | | | | | | | | |
| Priority 3 | 2 | | | | | | | | | |

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| Directorate | Review Title | Assurance Statement | | | | | | | |
|---------------------------------------|--------------------------------|--|-----------------|------------|---|------------|---|------------|---|
| <p>Communication and Regeneration</p> | <p>Bus Lane Camera Charges</p> | <p>Scope</p> <p>The scope of the audit included:</p> <ul style="list-style-type: none"> • Policies and Procedures • Compliance with legal Requirements and GDPR; • Levying of Charges; • Complaints and Enforcement Arrangements; and • Monitoring of CCTV images. <p>Overall Opinion and Assurance Statement</p> <table border="1" data-bbox="778 616 1465 654"> <tr> <td style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate with some risk identified and assess, several changes are necessary. Our testing revealed minor lapses in compliance with the controls.</p> <p>Number of Recommendations Made</p> <table border="1" data-bbox="778 864 1465 976"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">1</td> </tr> </table> <p>Management Response</p> <p>The policies and procedures for the operation of the Bus Lane Cameras and Charges System will be documented.</p> <p>Information related to the scheme will be collated and presented in the proper format for management.</p> <p>Penalty levels will be reviewed to ensure that they align with Department of Transport legislation.</p> | Adequate | Priority 1 | 0 | Priority 2 | 2 | Priority 3 | 1 |
| Adequate | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | |
| Priority 2 | 2 | | | | | | | | |
| Priority 3 | 1 | | | | | | | | |

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| Directorate | Review Title | Assurance Statement | | | | | | | |
|--------------------------------|----------------------------------|--|-----------------|------------|---|------------|---|------------|---|
| Communication and Regeneration | Tourist Information Centre (TIC) | <p><u>Scope</u></p> <p>The scope of the audit included:</p> <ul style="list-style-type: none"> • Roles and responsibilities for staff; • Awareness of relevant legislation; • Rotas are in place • The budget is appropriately monitored; • Satisfaction is appropriately monitored; • Procurement guidelines are followed; • Appropriate cash handling controls; • Partnership arrangements for ticketing; • Risk assessments are carried out; • Maintenance checks are undertaken, and • Suitable security arrangements are in place. <p><u>Overall Opinion and Assurance Statement</u></p> <table border="1" data-bbox="778 840 1465 878"> <tr> <td style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate with some risk identified and assess, several changes are necessary. Our testing revealed minor lapses in compliance with the controls.</p> <p><u>Number of Recommendations Made</u></p> <table border="1" data-bbox="778 1088 1465 1200"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">7</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">2</td> </tr> </table> <p><u>Management Response</u></p> <p>The Policy and Procedure Information Manual will be reviewed annually with review dates added to the document. This will also include a new section on cash handling and refunds.</p> <p>Relevant staff will be made aware of the business continuity plans existence.</p> <p>The market will be tested on a regular basis to test the price of bespoke goods for resale in the TIC.</p> <p>Management are currently are completing the Health and Safety Risk Assessments for the TIC.</p> <p>Safe limits will be increased to an appropriate level where the weekly cash takings total does not breach the insurance limit in place.</p> <p>A stock register will be implemented and a process put in place to perform stock checks. Once a stock register is created damaged and lost stock will be recorded.</p> | Adequate | Priority 1 | 0 | Priority 2 | 7 | Priority 3 | 2 |
| Adequate | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | |
| Priority 2 | 7 | | | | | | | | |
| Priority 3 | 2 | | | | | | | | |

Blackpool Council: Audit and Risk

| Directorate | Review Title | Assurance Statement | | | | | | | | |
|-----------------------------|---------------------|--|-----------------|--|------------|---|------------|---|------------|---|
| Community and Environmental | Housing Enforcement | <p>Scope</p> <p>The scope of the audit included:</p> <ul style="list-style-type: none"> • The statutory obligations and whether these are being met; • Non statutory activities undertaken; and • The effectiveness of the software used by Housing Enforcement Officers. <p>Overall Opinion and Assurance Statement</p> <table border="1" data-bbox="778 613 1465 651"> <tr> <td colspan="2" style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate with some risks identified and assessed several changes are necessary. There needs to be a more consistent approach with regards to data entry and all documentation saved outside of the ESB system should be stored in a central location. Our testing revealed minor lapses in compliance with the controls.</p> <p>Number of Recommendations Made</p> <table border="1" data-bbox="778 969 1465 1081"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">4</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">2</td> </tr> </table> <p>Management Response</p> <p>Version control will be added to policies and procedures as the documents move across to the new template.</p> <p>The Head of Public Protection and the Housing Enforcement Manager will keep the backlog of cases under review on a quarterly basis via the dashboard.</p> <p>The risk of not meeting statutory obligations will be included on the Public Protection risk register.</p> <p>Photographic evidence will be stored in one central location and not on officers’ personal drives so that it is easily accessible should an officer not be available for any length of time.</p> <p>Steps will be taken to ensure that the information entered on ESB is consistent and provides a clear audit trail of enforcement activities.</p> <p>Discussions are underway with the Procurement and Development team to establish if more efficient enforcement software is available.</p> | Adequate | | Priority 1 | 0 | Priority 2 | 4 | Priority 3 | 2 |
| Adequate | | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | | |
| Priority 2 | 4 | | | | | | | | | |
| Priority 3 | 2 | | | | | | | | | |

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| Directorate | Review Title | Assurance Statement | | | | | | | | |
|-----------------------------|----------------|--|-----------------|--|------------|---|------------|---|------------|---|
| Community and Environmental | Taxi Licensing | <p><u>Scope</u></p> <p>The scope of the audit included:</p> <ul style="list-style-type: none"> • Policies and procedures; • Application and renewal; • Drivers Checks; • Taxi vehicle quality; • Complaints, compliance and enforcement; and • Management Information. <p><u>Overall Opinion and Assurance Statement</u></p> <table border="1" data-bbox="778 651 1465 689"> <tr> <td colspan="2" style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate, with some risk identified and several changes necessary. Largely the taxi licensing process is operating within the set guidelines, our testing revealed some anomalies. We also noted that some statutory standards may not currently be met to the required level.</p> <p><u>Number of Recommendations Made</u></p> <table border="1" data-bbox="778 972 1465 1084"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">7</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">3</td> </tr> </table> <p><u>Management Response</u></p> <p>The service will ensure that its charging regime is in line with current legislation.</p> <p>Internal procedure notes will be regularly reviewed and where possible procedures will be consolidated. In addition, a documented scheme of delegation will be considered.</p> <p>A thorough review is being undertaken on alternative IT systems. Quality checking will be re-introduced on a sample basis however it is likely that any replacement system will aid quality assurance.</p> <p>A comprehensive review of the Council's policies and procedures and operation against the DfT statutory standards will be undertaken and put to Committee.</p> <p>Taxi licensing responsibilities will be adequately represented in the risk register.</p> <p>The service want to offer a qualification and various options will be reviewed, including outsourcing.</p> <p>The scope of the team's enforcement activity particularly in relation to DfT standards will be reviewed.</p> <p>The service have introduced a dashboard with some measurable metrics to allow management to effectively monitor performance.</p> | Adequate | | Priority 1 | 0 | Priority 2 | 7 | Priority 3 | 3 |
| Adequate | | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | | |
| Priority 2 | 7 | | | | | | | | | |
| Priority 3 | 3 | | | | | | | | | |

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| Directorate | Review Title | Assurance Statement | | | | | | | | |
|--------------------------------------|--------------|---|-------------------|--|------------|---|------------|---|------------|---|
| Community and Environmental Services | Stores | <p><u>Scope</u></p> <p>The scope of the audit included:</p> <ul style="list-style-type: none"> • The processes in place for the management of Stores stock, including ordering, storage, distribution, recharging and general management. • Plans in place for the implementation of the new Technology One system. <p><u>Overall Opinion and Assurance Statement</u></p> <table border="1" data-bbox="778 645 1465 685"> <tr> <td colspan="2" style="text-align: center;">Inadequate</td> </tr> </table> <p>We consider the controls in place are inadequate with several areas of risk identified, particularly regarding both the physical and electronic security of stock, the processes associated with the sale of items (such as the authorisation of requests and recording and invoicing of sales), and the lack of stock taking. We also found a number of lapses in controls during our testing.</p> <p><u>Number of Recommendations Made</u></p> <table border="1" data-bbox="778 1003 1465 1115"> <tr> <td>Priority 1</td> <td style="text-align: center;">4</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">7</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">2</td> </tr> </table> <p><u>Management Response</u></p> <p>The permissible use of Stores stock will be detailed within the Stores Manual and communicated to staff.</p> <p>A physical stock check will take place and will be included in the Technology One implementation.</p> <p>As a new Stores Assistant has been appointed, there is less risk of a lack of staff to complete the segregation of duties. The requirement for the segregation of duties within the sales process will be highlighted within the Stores Manual.</p> <p>The Head of Highways and Traffic Management Services will have a conversation with the Deputy Head of ICT Services to arrange suitable access to the documents within the depot store files.</p> <p>Progress will be made on implementing the stores module in the Technology One system.</p> <p>A meeting will be organised with the Risk and Resilience officer about improving the current insurance arrangements.</p> <p>Requisition forms will be used for required transactions, and this will be documented within the Stores Manual.</p> | Inadequate | | Priority 1 | 4 | Priority 2 | 7 | Priority 3 | 2 |
| Inadequate | | | | | | | | | | |
| Priority 1 | 4 | | | | | | | | | |
| Priority 2 | 7 | | | | | | | | | |
| Priority 3 | 2 | | | | | | | | | |

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| Directorate | Review Title | Assurance Statement | | | | | | | |
|-------------|---|---|-------------|------------|---|------------|---|------------|---|
| Corporate | Organisational Culture and Hybrid Working | <p>Scope</p> <p>The scope of the audit included:</p> <ul style="list-style-type: none"> • Progress in relation to the directorate action plans developed following the last staff survey (2021). • The approach taken to hybrid working. <p>Overall Opinion and Assurance Statement</p> <table border="1" data-bbox="778 577 1465 611"> <tr> <td style="text-align: center;">Good</td> </tr> </table> <p>The results of the Staff Survey (2021) show that the council has a good organisational culture with positive responses received to the majority of the questions asked. In addition, hybrid working options appear to have been well received by staff but alongside the many benefits do create some challenges such as potential issues with recruitment and retention and a perceived impact on service accessibility. We acknowledge that the Corporate Leadership are considering some changes to the approach taken to hybrid working.</p> <p>Number of Recommendations Made</p> <table border="1" data-bbox="778 1039 1465 1151"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">3</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">4</td> </tr> </table> <p>Management Response</p> <p>Consideration will be given to the introduction of more frequent 'pulse surveys' based on a core set of questions with additional questions added relating to key themes / topics.</p> <p>A guide for hybrid working has been developed and communicated to all Managers. This includes a mandatory 3 days per week on average in the office (pro rata for part time employees).</p> <p>Desk surveys will be reinstated from early 2024 to assess the impact of this on the office portfolio. In addition, an exercise will be undertaken to assess the number of available meetings rooms and their usage.</p> <p>A more robust solution is being implemented for handling external calls whether working at home or in the office. IT will explore whether it's possible to extract data from Jabber to measure how many calls cannot be transferred via Jabber and how many calls are not picked up.</p> | Good | Priority 1 | 0 | Priority 2 | 3 | Priority 3 | 4 |
| Good | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | |
| Priority 2 | 3 | | | | | | | | |
| Priority 3 | 4 | | | | | | | | |

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| Directorate | Review Title | Assurance Statement | | | | | | | | |
|-----------------|-------------------|---|-----------------|--|------------|---|------------|---|------------|---|
| Corporate | Transparency Code | <p><u>Scope</u></p> <p>The scope of the audit included a review of adherence and compliance with the requirements of the 2015 Transparency Code.</p> <p><u>Overall Opinion and Assurance Statement</u></p> <table border="1" data-bbox="778 488 1465 521"> <tr> <td colspan="2" style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate, with some risk identified and assessed with several changes necessary. Although the Council is largely in adherence to the Transparency Code there are a number of areas where it has not met the minimum standards.</p> <p><u>Number of Recommendations Made</u></p> <table border="1" data-bbox="778 770 1465 882"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">9</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">0</td> </tr> </table> <p><u>Management Response</u></p> <p>A review of our current publication requirements (outside of the Transparency Code) will be reviewed against the ICO guidance (last review was 2021).</p> <p>Links contained within the Council's transparency page will be periodically quality reviewed.</p> <p>Property Services will ensure that transparency measures related to local authority land and assets and social housing asset value are published in accordance with requirements.</p> <p>Accountancy will ensure that transparency measures related to grants to voluntary, community and social enterprise organisations and parking income are published in accordance with requirements.</p> <p>HR will ensure that transparency measures related to the Council's organisational chart, senior salaries and pay multiples are published in accordance with requirements.</p> <p>Highway and Traffic Management will ensure that the transparency measure related to controlled on and off-street parking spaces is published in accordance with requirements.</p> <p>Audit and Risk will ensure that the transparency measure related to fraud activity is published in accordance with requirements.</p> <p>The potential to establish governance and oversight arrangements to ensure minimum statutory requirements are being met in accordance with the Transparency Code will be discussed at CLT.</p> | Adequate | | Priority 1 | 0 | Priority 2 | 9 | Priority 3 | 0 |
| Adequate | | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | | |
| Priority 2 | 9 | | | | | | | | | |
| Priority 3 | 0 | | | | | | | | | |

Blackpool Council: Audit and Risk

| Directorate | Review Title | Assurance Statement | | | | | | | | |
|-----------------|--|--|-----------------|--|------------|---|------------|----|------------|---|
| Corporate | Payments Financial Control Assurance Testing | <p><u>Scope</u></p> <p>The scope of our audit was to ensure that effective controls are in place to minimise financial risk related to payments.</p> <p><u>Overall Opinion and Assurance Statement</u></p> <table border="1" data-bbox="778 488 1465 524"> <tr> <td colspan="2" style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate with some risks identified and assessed with several changes necessary. In the main the process for collecting and accounting for cash and card payments is operating effectively, however we have we have highlighted a number of areas where processes and systems could be strengthened. Our testing revealed minor lapses in compliance with the controls.</p> <p><u>Number of Recommendations Made</u></p> <table border="1" data-bbox="778 878 1465 990"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">10</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">9</td> </tr> </table> <p><u>Management Response</u></p> <p>The number of recommendations reflects that a number of random front-line Council services were tested as part of the audit with some similar issues being identified across the board. The audit found weaknesses around record keeping and maintaining a clear audit trail, security arrangements and a general lack of clear processes to follow. In some locations, with the limited number of staff it was difficult to maintain adequate separation of duty, however our sample testing did not identify any anomalies.</p> <p>Each recommendation has been agreed with the relevant service management in order to strengthen controls in each area across the Council.</p> | Adequate | | Priority 1 | 0 | Priority 2 | 10 | Priority 3 | 9 |
| Adequate | | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | | |
| Priority 2 | 10 | | | | | | | | | |
| Priority 3 | 9 | | | | | | | | | |

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| Directorate | Review Title | Assurance Statement | | | | | | | | | | |
|--|---------------------------|--|----------|--|--|--|------------|---|------------|---|------------|---|
| Corporate | Whistleblowing Compliance | <p>Scope</p> <p>The scope of the audit included:</p> <ul style="list-style-type: none"> • Whether whistleblowing cases received are being actioned appropriately and in line with the Whistleblowing Policy; • How awareness of the Whistleblowing Policy is managed; and • Whether there is any further good practice which could be introduced. <p>Overall Opinion and Assurance Statement</p> <table border="1" data-bbox="778 685 1465 721"> <thead> <tr> <th colspan="2" data-bbox="778 685 1465 721">Adequate</th> </tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="778 721 1126 1034">We consider that the controls in place are adequate, with the policy being detailed in comparison to other authorities, as well as incorporating many of the best practice elements from the BIS Code of Practice. We have identified some risks and improvements from our comparison with the BIS Code of Practice and other local authority whistleblowing policies.</td> </tr> </tbody> </table> <p>Number of Recommendations Made</p> <table border="1" data-bbox="778 1039 1465 1151"> <tbody> <tr> <td data-bbox="778 1039 1126 1075">Priority 1</td> <td data-bbox="1126 1039 1465 1075">0</td> </tr> <tr> <td data-bbox="778 1075 1126 1111">Priority 2</td> <td data-bbox="1126 1075 1465 1111">4</td> </tr> <tr> <td data-bbox="778 1111 1126 1151">Priority 3</td> <td data-bbox="1126 1111 1465 1151">2</td> </tr> </tbody> </table> <p>Management Response</p> <p>The Whistleblowing Policy will be reviewed annually by the Standards Committee. Biannual training will be provided to whistleblowing contacts.</p> <p>Although the policy can be found on the Blackpool Council website, it is not readily accessible. It will be made more prominent on the website.</p> <p>Reference will be made to the council's Whistleblowing Policy in corporate contracts.</p> <p>It has been 5 years since the last campaign to raise awareness of the Whistleblowing Policy, therefore consideration will be given to promoting and raising awareness of the Whistleblowing Policy.</p> <p>The Workforce Development Manager informed us that although it is technically possible to include the whistleblowing policy in the Council induction as a mandatory element, the addition of this step for this and other key policies would make the iPool course unwieldy and deter from the courses core purpose. Therefore no further action will be taken however regular awareness raising of policies (all of which are available on the Staff Intranet) will help to ensure all employees know of its existence.</p> | Adequate | | We consider that the controls in place are adequate, with the policy being detailed in comparison to other authorities, as well as incorporating many of the best practice elements from the BIS Code of Practice. We have identified some risks and improvements from our comparison with the BIS Code of Practice and other local authority whistleblowing policies. | | Priority 1 | 0 | Priority 2 | 4 | Priority 3 | 2 |
| Adequate | | | | | | | | | | | | |
| We consider that the controls in place are adequate, with the policy being detailed in comparison to other authorities, as well as incorporating many of the best practice elements from the BIS Code of Practice. We have identified some risks and improvements from our comparison with the BIS Code of Practice and other local authority whistleblowing policies. | | | | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | | | | |
| Priority 2 | 4 | | | | | | | | | | | |
| Priority 3 | 2 | | | | | | | | | | | |

Blackpool Council: Audit and Risk

| Directorate | Review Title | Assurance Statement | | | | | | | |
|-------------------|---------------------|---|-------------------|------------|---|------------|---|------------|---|
| Corporate | Contract Management | <p><u>Scope</u></p> <p>The scope of the audit included:</p> <ul style="list-style-type: none"> • Adequacy of contract documentation and ensure all necessary contracts are properly executed and maintained; • Compliance with contractual terms and conditions, including pricing, delivery schedules, performance metrics, and quality standards; • Monitoring and reporting mechanisms are in place to track contract performance; • Risk management practices related to contract management; • Procedures for contract amendments and modifications, ensuring they are properly documented, approved, and communicated. <p><u>Overall Opinion and Assurance Statement</u></p> <table border="1" data-bbox="778 902 1465 936"> <tr> <td style="text-align: center;">Inadequate</td> </tr> </table> <p>We consider that the controls in place are inadequate with a number of material risks identified, and significant improvement required. Within our sample of 26 contracts from a possible 800 contracts currently in place, we found areas of good practice, however our review showed that contract management practice across the Council requires strengthening.</p> <p><u>Number of Recommendations Made</u></p> <table border="1" data-bbox="778 1256 1465 1368"> <tr> <td>Priority 1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">1</td> </tr> </table> <p><u>Management Response</u></p> <p>Contract management practice requires strengthening to ensure contracts effectively deliver against their remit and value for money is being achieved and this will be discussed with the Corporate Leadership Team.</p> <p>The existing iPool contract management course is fundamentally fit for purpose in a majority of cases but not for high risk contracts. The existing iPool course will undergo a refresh to ensure that it remains current. Management will consider re-introducing training for management of higher risk contracts. This will include a review of the governance arrangements in place. Research will be undertaken on the availability of external training providers.</p> <p>The Purchasing and Buying – A Guide to Council Procurement will be updated in line with the reforms proposed in the Procurement Act.</p> | Inadequate | Priority 1 | 1 | Priority 2 | 1 | Priority 3 | 1 |
| Inadequate | | | | | | | | | |
| Priority 1 | 1 | | | | | | | | |
| Priority 2 | 1 | | | | | | | | |
| Priority 3 | 1 | | | | | | | | |

Blackpool Council: Audit and Risk

| Directorate | Review Title | Assurance Statement | | | | | | | |
|-------------------|--------------------------------|--|-------------------|------------|---|------------|---|------------|---|
| Resources | Statutory Property Inspections | <p>Scope</p> <p>The scope of the audit included:</p> <ul style="list-style-type: none"> • Inspections are carried out; • Documentation of inspections is retained; • Risks are addressed; • Management oversight of inspections; • Robust contracts are in place. <p>Overall Opinion and Assurance Statement</p> <table border="1" data-bbox="778 616 1465 654"> <tr> <td style="text-align: center;">Inadequate</td> </tr> </table> <p>We consider that the controls in place are inadequate. Our sample testing showed that all statutory duties have been met and Property Services have arranged suitable contractors to do this work. However, our main concern was related to the lack of a clear audit trail following inspections and maintenance of remedial action paperwork. In addition, we found that Property Services does not have sufficient oversight of the inspections being undertaken by some of the wholly owned companies and academies.</p> <p>Number of Recommendations Made</p> <table border="1" data-bbox="778 1079 1465 1191"> <tr> <td>Priority 1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">8</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">0</td> </tr> </table> <p>Management Response</p> <p>The remedial tab in the Asset Management system will be used going forward.</p> <p>CIPFA have been appointed to undertake a review of the three housing companies in 2023. The other wholly owned companies will be approached in 2024.</p> <p>The Head of Property Services will discuss with the wholly owned companies' the use of the asset management system.</p> <p>Assurance arrangements with academies will be discussed at the Schools Head Teacher Forum.</p> <p>Gaps in PAT testing which arose as a result of the pandemic will be addressed and such issues will be recorded in the asset management system.</p> <p>A timetable has been put in place to tackle the backlog of gas inspections.</p> <p>Steps will be taken to ensure that contracts are re-tendered at the appropriate time.</p> <p>Meetings with contractors will be minuted where the contract is high in value.</p> | Inadequate | Priority 1 | 1 | Priority 2 | 8 | Priority 3 | 0 |
| Inadequate | | | | | | | | | |
| Priority 1 | 1 | | | | | | | | |
| Priority 2 | 8 | | | | | | | | |
| Priority 3 | 0 | | | | | | | | |

Blackpool Council: Audit and Risk

| Directorate | Review Title | Assurance Statement | | | | | | | | |
|-----------------|--------------------|---|-----------------|--|------------|---|------------|---|------------|---|
| Schools | Highfurlong School | <p><u>Scope</u></p> <p>The audit testing which was carried out included:</p> <ul style="list-style-type: none"> • Governance; • Risk Management; • Financial Planning & Budgetary Control; • Payroll / HR Management; • Expenditure; • Income; • Unofficial Funds; • Security Of Assets; • Core Assurance Testing. <p><u>Overall Opinion and Assurance Statement</u></p> <table border="1" data-bbox="778 748 1465 786"> <tr> <td colspan="2" style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate with some risks identified and assessed and several changes necessary. Our testing revealed minor lapses in compliance with the controls.</p> <p><u>Number of Recommendations Made</u></p> <table border="1" data-bbox="778 999 1465 1111"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">3</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">2</td> </tr> </table> <p><u>Management Response</u></p> <p>Review dates are to be added to the Scheme of Delegation and the Delegation Planner and reviews of the policies will be scheduled. The minutes will be recorded at the appropriate Governor meeting.</p> <p>The Delegation Planner will be amended to match the figures quoted in the Scheme of Delegation.</p> <p>When reviewing the reconciliations of the Unofficial School Fund it was found that one of the reconciliations did not contain a completion date and management have noted this error.</p> <p>There are occasions when the school uses the school fund to purchase main budget items, for example if a staff member buys items out of their own money. This is kept to a minimum. The school follows financial procedures via the finance system to procure items. Staff have been encouraged to avoid using their own money.</p> <p>The Financial Procedures Manual will be amended to include the procedures around online banking.</p> | Adequate | | Priority 1 | 0 | Priority 2 | 3 | Priority 3 | 2 |
| Adequate | | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | | |
| Priority 2 | 3 | | | | | | | | | |
| Priority 3 | 2 | | | | | | | | | |

Blackpool Council: Audit and Risk

| Directorate | Review Title | Assurance Statement | | | | | | | | |
|-----------------|---|--|-----------------|--|------------|---|------------|---|------------|---|
| Schools | St Johns Church of England Primary School | <p>Scope</p> <p>The audit testing which was carried out included:</p> <ul style="list-style-type: none"> • Governance; • Risk Management; • Financial Planning & Budgetary Control; • Payroll / HR Management; • Expenditure; • Income; • Unofficial Funds; • Security Of Assets; • Core Assurance Testing. <p>Overall Opinion and Assurance Statement</p> <table border="1" data-bbox="778 748 1465 786"> <tr> <td colspan="2" style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate with some risks identified and assessed and several changes necessary. Our testing revealed minor lapses in compliance with the controls.</p> <p>Number of Recommendations Made</p> <table border="1" data-bbox="778 996 1465 1108"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">5</td> </tr> </table> <p>Management Response</p> <p>The annual review of the Financial Procedures is included in the Governor's Policy Review schedule. A review date has been added to the Delegation Planner. The Financial Procedures have now been approved by governors.</p> <p>The Working Practice document that explains the role of a Governing Body and Governors was last reviewed in 2018 and Governor Services have been tasked to review this.</p> <p>There were three Governors in the register of interest's document who have not confirmed their business interests and Governor Services have been tasked with addressing this.</p> <p>The Governing Board have been made aware of the requirement for an action plan to be developed after the completion of benchmarking.</p> <p>Action has been taken to ensure that the school now have the signed month 12 reconciliation which was done virtually at the time.</p> <p>A decision has been taken that the 2023 INEOS funding is to be retained in the unofficial fund account rather than transferring this to the main account.</p> | Adequate | | Priority 1 | 0 | Priority 2 | 2 | Priority 3 | 5 |
| Adequate | | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | | |
| Priority 2 | 2 | | | | | | | | | |
| Priority 3 | 5 | | | | | | | | | |

Blackpool Council: Audit and Risk

| Directorate | Review Title | Assurance Statement | | | | | | | | |
|-----------------|--------------------------|---|-----------------|--|------------|---|------------|---|------------|---|
| Schools | Woodlands Special School | <p><u>Scope</u></p> <p>The audit testing which was carried out included:</p> <ul style="list-style-type: none"> • Governance; • Risk Management; • Financial Planning & Budgetary Control; • Payroll / HR Management; • Expenditure; • Income; • Unofficial Funds; • Security Of Assets; • Core Assurance Testing. <p><u>Overall Opinion and Assurance Statement</u></p> <table border="1" data-bbox="778 748 1465 786"> <tr> <td colspan="2" style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate with some risks identified and assessed and several changes necessary. Our testing revealed minor lapses in compliance with the controls.</p> <p><u>Number of Recommendations Made</u></p> <table border="1" data-bbox="778 996 1465 1108"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">4</td> </tr> </table> <p><u>Management Response</u></p> <p>Staff often make ad-hoc purchases for the school whilst out shopping. If the purchase is above £10, they will text a Senior Leader for approval.</p> <p>The usefulness of Financial Benchmarking data is very limited in Special Schools and requires significant explanation due to the differing needs of students. Where practicable, Woodlands will provide charts on the website at the end of the financial year.</p> <p>Financial Benchmarking exercises will be discussed at the Governing Board meetings in the future.</p> <p>All policies are uploaded to Governor Hub two weeks prior to the meetings. All policies that are approved will be named in the meeting minutes going forward.</p> | Adequate | | Priority 1 | 0 | Priority 2 | 0 | Priority 3 | 4 |
| Adequate | | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | | |
| Priority 2 | 0 | | | | | | | | | |
| Priority 3 | 4 | | | | | | | | | |

Blackpool Council: Audit and Risk

| Directorate | Review Title | Assurance Statement | | | | | | | | |
|-----------------|--|---|-----------------|--|------------|---|------------|---|------------|---|
| Schools | Our Lady of Assumption RC Primary School | <p>Scope</p> <p>The audit testing which was carried out included:</p> <ul style="list-style-type: none"> • Governance; • Risk Management; • Financial Planning & Budgetary Control; • Payroll / HR Management; • Expenditure; • Income; • Unofficial Funds; • Security Of Assets; • Core Assurance Testing. <p>Overall Opinion and Assurance Statement</p> <table border="1" data-bbox="778 748 1465 786"> <tr> <td colspan="2" style="text-align: center;">Adequate</td> </tr> </table> <p>We consider that the controls in place are adequate with some risks identified and assessed and several changes necessary. Our testing revealed minor lapses in compliance with the controls.</p> <p>Number of Recommendations Made</p> <table border="1" data-bbox="778 999 1465 1111"> <tr> <td>Priority 1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Priority 2</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Priority 3</td> <td style="text-align: center;">3</td> </tr> </table> <p>Management Response</p> <p>The annual register of interest declarations are held on Governor Hub and this information will be transferred to the school website.</p> <p>The Financial Procedures Manual will be completed and approved by the Governors.</p> <p>The unofficial school fund record is being transferred from a manual booklet to an electronic spreadsheet. An additional column will be added to include the date and signature. Once a month the Senior Administrator will reconcile the entries and include this information.</p> <p>A review of all physical personnel files is taking place to ensure they are accurate and up to date with the electronic versions.</p> | Adequate | | Priority 1 | 0 | Priority 2 | 1 | Priority 3 | 3 |
| Adequate | | | | | | | | | | |
| Priority 1 | 0 | | | | | | | | | |
| Priority 2 | 1 | | | | | | | | | |
| Priority 3 | 3 | | | | | | | | | |

Progress with Priority 1 audit recommendations

A number of priority one recommendations were implemented in the quarter:

- Driving at Work x 3
- Heritage Service Transition x 1
- Commissioning x 1
- Children's Services Financial Systems x 1
- Highways Enforcement x 1

Blackpool Council: Audit and Risk

A number of priority one recommendations which were due in the quarter have had their deadline extended including:

- CCTV x 1 – revised deadline July 2024
- Track Maintenance Programme x 1 – revised deadline March 2024
- Wholly Owned Companies Governance Arrangements x 1 – revised deadline March 2024
- Children’s Services Financial Systems x 4 – revised deadline May 2024
- Layton Depot Stores x 4 – revised deadline June 2024
- Children’s Services Medium Term Financial Strategy x 1 – revised deadline April 2024

A number of priority one recommendations have been made which are not yet due for implementation and these include:

- Statutory Property Compliance x 1
- Payroll x 1
- Contract Management x 1

The Regulation of Investigatory Powers Act 2000

In line with best practice, it has been agreed that the Council will report to the Audit Committee the number of RIPA authorisations undertaken each quarter, which enables the Council to undertake directed and covert surveillance. Between October 2023 and December 2023, the Council authorised no RIPAs.

Following a desk based inspection the Council was selected for an on-site inspection on the 9th November 2023 by the Investigatory Powers Commissioner's Office. The outcome of the inspection concluded that the Council is in a strong position in respect of trained officers should the need to exercise the powers arise in the future. Applicants and Authorised Officers have amassed a wealth of experience using an internal authorisation procedure which could be transferred to the full RIPA process requiring a magistrate’s approval if required.

Some minor changes to the Policy (which was previously approved by Audit Committee) were proposed which have been actioned by the Director of Governance and Partnership as the Senior Responsible Officer for RIPA.

Fraud and Error Data

The fraud and error statistics can be found in Appendix B.

Insurance claims data

The graphs at Appendix C show the cost of liability insurance claims paid to date during each financial year by the Council.

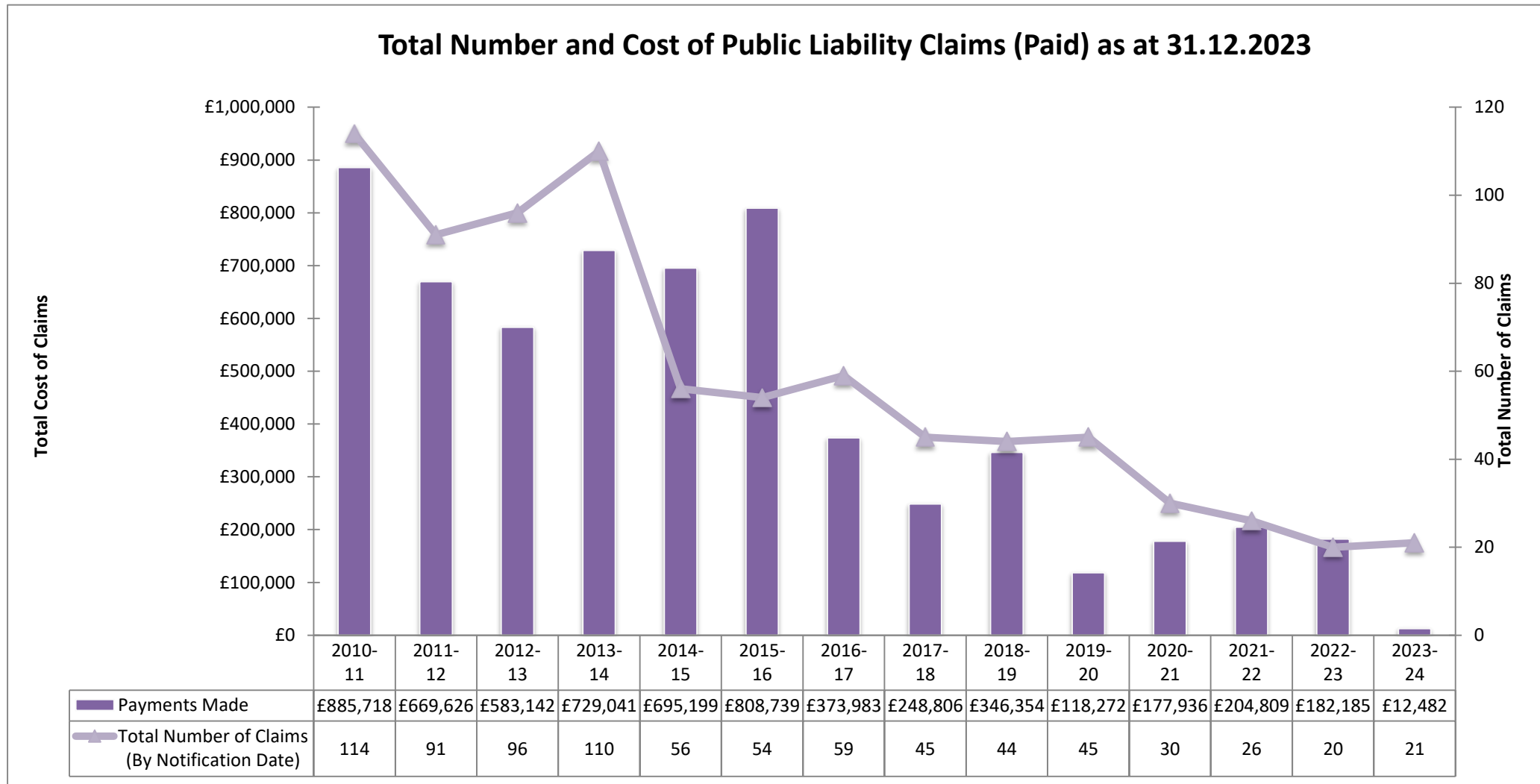
Blackpool Council: Audit and Risk

3. Appendix B - Fraud and Error Statistics 2023/24

| CORPORATE FRAUD AND ERROR STATISTICS 2023/2024 | Number of Cases Brought Forward from 2022/2023 | Referrals Received | | | | Case Closures | | | | | | | | | Total Value of Fraud Proven / Error Identified | Action Taken on Closed Cases | | | | | Number of Cases Currently Under Investigation |
|--|---|--------------------|-----------|---------------|---------------------------------------|---------------|----------|----------|--------------|----------|------------|--------------------------------|-----------|--------------|---|------------------------------|----------------|--------------|------------------------|-------------|--|
| | | Internal | External | NFI | Total Number of Referrals Received | Fraud Proven | | | Error Proven | | | No Fraud / Error Identified | | | | No Further Action | Recommendation | Disciplinary | Administrative Penalty | Prosecution | |
| | | | | | | Int | Ext | NFI | Int | Ext | NFI | Int | Ext | NFI | | | | | | | |
| TYPE OF FRAUD | ANNUAL SUMMARY 2023 / 2024 | | | | | | | | | | | | | | | | | | | | |
| Council Tax – Single Person Discount | 7 | 25 | 11 | - | 36 | - | - | - | 14 | 5 | - | 9 | 5 | - | £8,354.38 | 33 | - | - | - | - | 10 |
| Council Tax Reduction (CTRS) | 15 | 18 | 7 | 534 | 559 | - | - | - | 7 | - | 1 | 15 | 6 | 125 | £8,329.55 | 154 | - | - | - | - | 420 |
| Housing Benefit Claims | - | - | - | 49 | 49 | - | - | - | - | - | - | - | - | 22 | - | 22 | - | - | - | - | 27 |
| Housing Tenants | - | - | - | 97 | 97 | - | - | - | - | - | - | - | - | 64 | - | 64 | - | - | - | - | 33 |
| Payroll | 5 | 10 | - | 157 | 167 | 6 | - | - | - | - | - | 1 | - | 17 | - | 18 | - | 6 | - | - | 148 |
| Business Rates | 4 | - | - | - | - | - | - | - | - | - | - | 2 | 2 | - | - | 4 | - | - | - | - | 0 |
| Procurement | - | - | - | 5,296 | 5,296 | - | - | - | - | - | - | - | - | 20 | - | 20 | - | - | - | - | 5,276 |
| Fraudulent Insurance Claims | 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 |
| Social Care | - | 2 | - | - | 2 | 1 | - | - | - | - | - | - | - | - | £5,289.60 | - | - | - | - | 1 | 1 |
| Abuse of Position – Financial Gain | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| Abuse of Position – Data | 2 | - | - | - | - | 1 | 1 | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | 0 |
| General Financial Fraud | 12 | 1 | 4 | - | 5 | - | - | - | - | - | - | 3 | 5 | - | - | 8 | - | - | - | - | 9 |
| Blue Badge/Travel Concession/Resident Parking | 2 | - | 1 | 1,227 | 1,228 | - | - | - | - | - | 334 | - | 1 | 891 | £123,200.00 | 1,226 | - | - | - | - | 4 |
| Housing / Right to Buy | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Premium Council Tax Exercise (SPD/CTRS) | - | - | - | 31,083 | 31,083 | - | - | - | - | - | 249 | - | - | 2,128 | £122,491.55 | 2,377 | - | - | - | - | 28,706 |
| TOTALS | 49 | 57 | 23 | 38,443 | 38,523 | 8 | 1 | 0 | 21 | 5 | 584 | 30 | 19 | 3,267 | £267,665.08 | 3,927 | 0 | 7 | - | 1 | 34,637 |

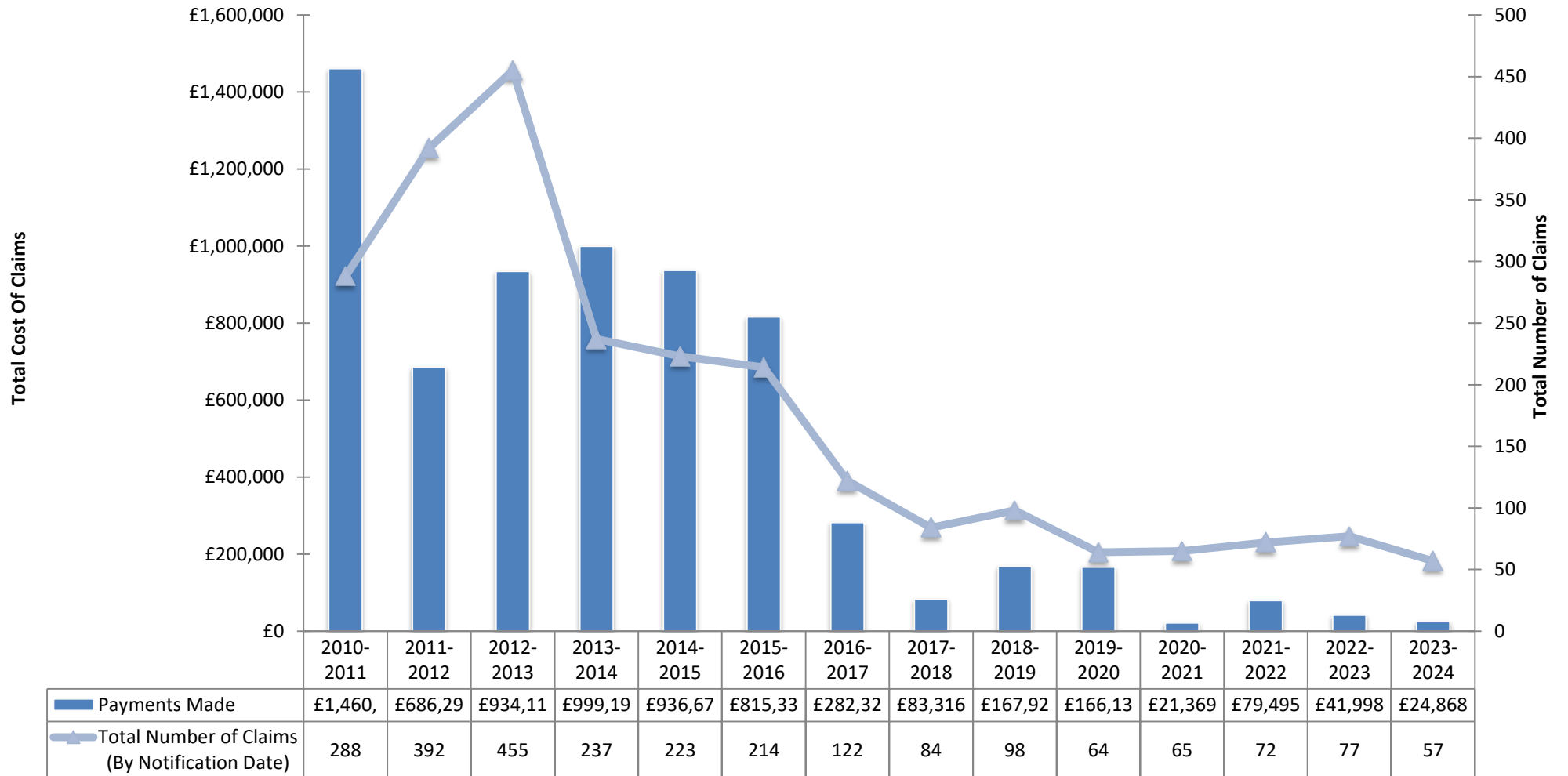
Blackpool Council: Audit and Risk

4. Appendix C – Insurance Claim Payments by Financial Year



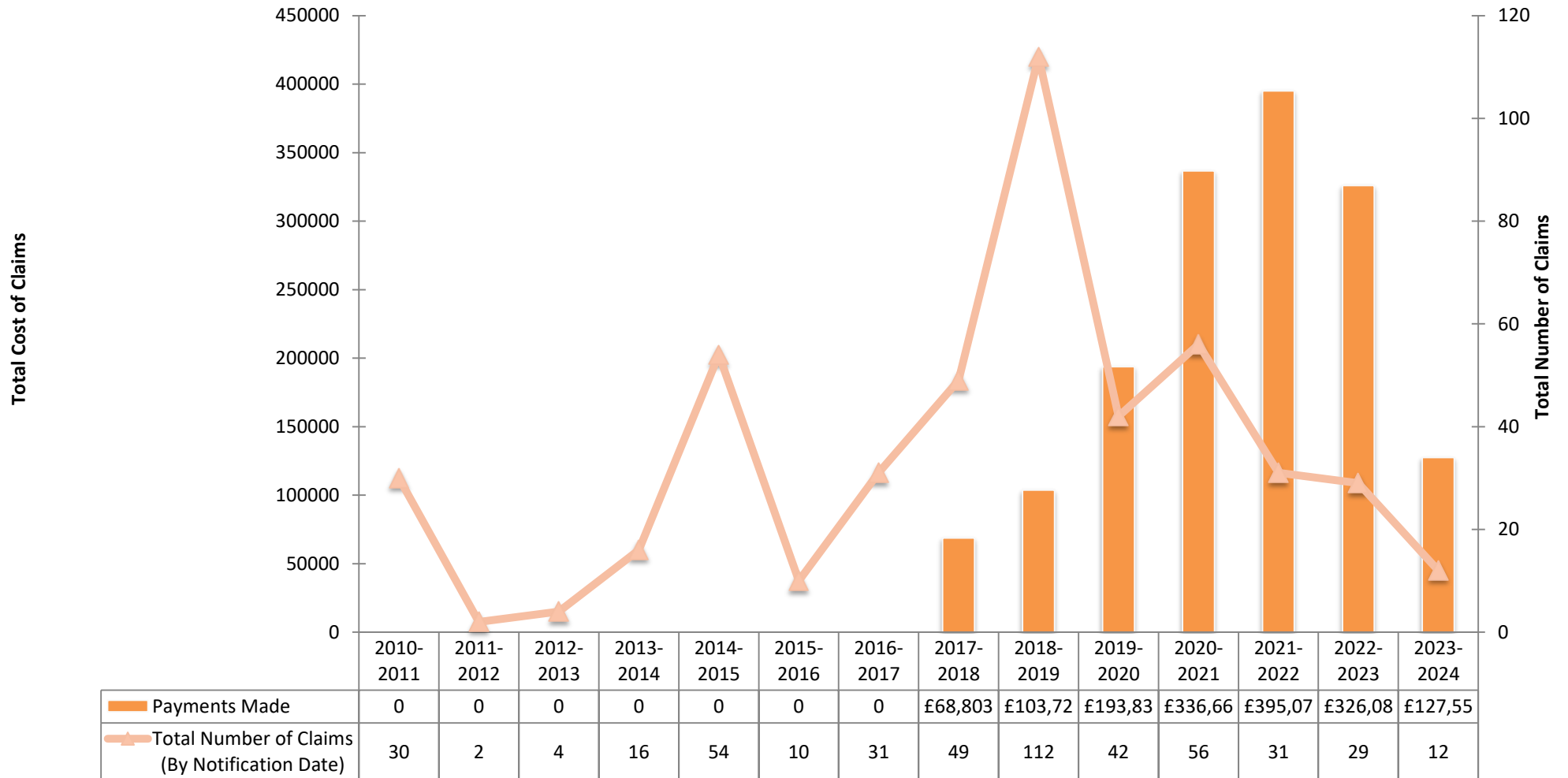
Blackpool Council: Audit and Risk

Total Number and Cost of Public Liability Highways Claims (Paid) as at 31.12.2023



Blackpool Council: Audit and Risk

Total Number and Cost of Sensitive Claims / Notifications (Paid) as at 31.12.2023



Blackpool Council: Audit and Risk

Total Number and Cost of Employer Liability Claims (Paid) as at 31.12.2023



Total Number and Cost of Data Breach Claims (Paid) as at 31.12.2023

